

## Consumer Impact of COVID-19 and Frequently Asked Questions

Our highest priority is the health and welfare of our campus community and our store staff. As we continue to monitor the global concerns about COVID-19 (Coronavirus), our leadership team at Follett - who runs day-to-day store operations - is responding to changing needs and adjusting store operations as required.

The physical store location(s) that are open to the campus community are taking steps to keep the environment safe and healthy by following the city, state and government public health protocols as guided by the [Centers for Disease Control \(CDC\)](#) and the [World Health Organization \(WHO\)](#). This includes increased cleaning of the store, frequent washing of hands and sick store staff not coming to work.

- Store staff are being provided Coronavirus awareness information, prevention and resource tips, and ongoing updates as conditions change.
- All scheduled store events have been cancelled, until further notice.
- In the event of a campus closure when staff are still permitted to be in the store, we will adjust our servicing capabilities to pivot the focus to our store website to support students, while mitigating further risk of spreading the virus.
- The store is already extending FREE SHIPPING, with no minimum purchase, to the entire campus community to fulfill any academic needs that may arise.

As we continue to monitor the changing COVID-19 situation, updates will be provided. Please refer to COVID-19 Frequently Asked Questions (FAQs) below for additional information:

### Frequently Asked Questions (FAQs)

#### Textbook Rental Check-ins/ Returns

#### **Q. Can I come to the bookstore to check-in my rental textbooks for this term?**

**A.** Yes, if your campus store location is open. If your campus store is closed, customers can ship rentals back to the store via a free FedEx return label.

- *U.S. Stores: Two ways to get a Rental Return Label*
  1. Wait for the rental reminder email that is sent 14 days before your rental due date. Email is sent again 7 days, 3 days, and the day of your due date. This email contains a link to generate a free return shipping label and packing slip.
  2. Or you can immediately generate a free return shipping label on this website, in your account:
    - a. Click the Sign In link on the top right side of the page to sign into your account.



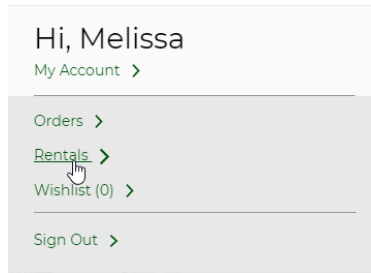
- b. Enter the email address you provided at the register when you rented. Note: Even if you rented in the store, an account was created using the email you provided at the register.

[Forgot Password?](#)

By signing into your account, you agree to Follett's [Terms of Use](#) and consent to its [Privacy Policy](#).

If you don't know your password, you can click [Forgot Password](#) link for a temporary password to be emailed to you.


- c. Once you've signed in, click the link "Rentals". You will be navigated to the Rentals page in your account.



- d. On Rentals page, scroll down the page to see the books you rented. Click the link "Return All Rentals by Mail". You can also click the button "Return by Mail". Both open a pop up to select your rentals to ship back.

## Rental History

[Return All Rentals by Mail](#)



**Status:** Active Rental | Rented In Store

**Study in Scarlet & The Sign of** **\$2.00**

**Selection:** Rent Used

**ISBN:** 978048643166699990

**Rental Due:** 5/16/20

Failure to return a rental item on-time will result in non-return charges and processing fees of \$4.57 to the card associated with the rental account.

[RETURN BY MAIL →](#)

Please Note: If you wish to buy or extend this rental, please contact your campus store.

- e. Follow the steps to generate and print the return label and packing slip. This option is available until your rental due date.
- **Canadian Stores: Rental Return Label**
    1. Canadian customers do not have the ability to automatically create return label from an email or in their account. If you need to mail in your rented book, please contact the store who will send you a label:
      - a. Click "Contact Store" in the website footer and use the form to request a rental return label. Be sure to include the name, email and phone number you used to rent the book.

**Questions or Comments ?** —

Send us a message and we'll get back to you as soon as possible

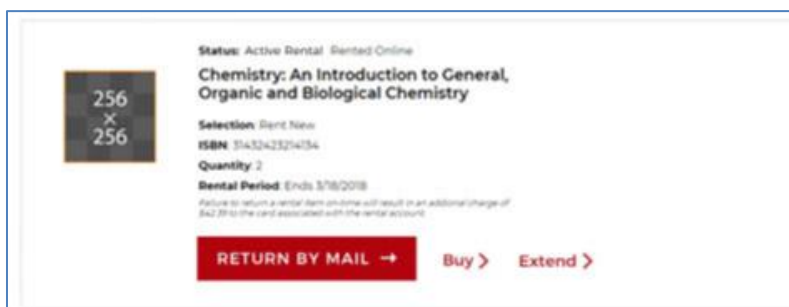
[SEND](#)

**Q. Because the campus is closed, I cannot bring in my rented textbooks. Will I get charged for the textbooks due to missing the due date?**

A. While the due date for rented books has not changed, the “non-return charge date” has been extended 15 days past your current return due date to allow time for your mailed book to reach the store. To avoid late charges, please have your book in transit by the due date.

**Q. Can I BUY or EXTEND my rentals on the website?**

A. If you originally rented your textbook in the store, there is no option to buy or extend the rental on the website at this time. If you rented your textbook online, you have an option to buy or extend the rental on the website, on the Rentals page:



## Purchases and Previous Orders

**Q: I placed an order online for pickup, but now my store is closed. What should I do?**

A: Please contact campus store using the steps below and someone will assist you. Please allow several business days for the staff to respond, as they are working to answer all order inquiries.

1. Click “Contact Store” in the website footer.
2. Under “Questions & Comments” section, you can fill out the form to send an email to the store.
3. Ensure to provide your Web Order Number.

**Questions or Comments ? —**

Send us a message and we'll get back to you as soon as possible

Subject

Order Number (optional)

Your Email Address

Message

**SEND**

**Q: I placed an order but I have not received any confirmation my item has shipped. What's going on?**

A: Your item may be shipping from a location that has closed due to COVID-19 concerns. Your order will be filled when we are able to access that location again. Items that are in this situation are marked as “backordered” on the website. However, when you placed your order, the ship-from location may not yet have been closed or was in the process of closing so this backorder status may not have been displaying, check the item again now for confirmation.

Sorry for the inconvenience during this uncertain time. If you wish to cancel an order in this status, use the same contact form described above.

**Q. I need to purchase upcoming term textbooks and supplies; do I need to come to the store?**

A. No, instead you can order from this bookstore website, which continues to be open.

**Q. My textbooks are in my dorm room or other location which I cannot access due to COVID-19 restrictions, how can I get a copy of those books?**

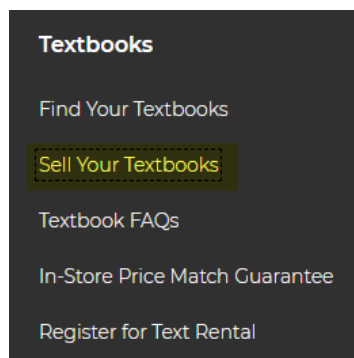
A. There are digital eBook options available for many titles available through the store website. See the textbook page on the site for details.

**Selling Back Textbooks (Book Buyback)**

**Q. Can I sell my textbooks back to the bookstore?**

A. Yes, if your campus store is open. If your campus store is closed, customers at U.S. locations can sell back books online (ship your books) through the “Sell Your Textbooks” link in the site footer. For customers in Canada, Online Buyback is not currently available.

- (U.S. Stores Only) How to Sell Your Textbooks Online
  1. Click “Sell Your Textbooks” link from the website footer.



2. On the Sell Your Textbooks page, refer to the Online section and click “Sell Your Textbooks” button.

**Online**

Is digital more your speed? Go ahead and sell your books back online with ValoreBooks.

- Simply find your ISBN to get started
- Enter your info and send in your book(s) within 14 days of receiving your sellback quote
- Score FREE shipping and receive payment via check or PayPal

**SELL YOUR TEXTBOOKS →**

An illustration of a laptop and a smartphone. The laptop screen displays the ValoreBooks logo, and the smartphone screen shows a book cover.